

---

Number: CSB-150109-1

Released: 9<sup>th</sup> January 2015

Modified: 10<sup>th</sup> July 2015

Subject: FG-80C fails to load FortiOS image 5.0.12 or 5.2.x

Product: FortiGate

---

### Description:

FortiGate models listed below may fail to boot up if an upgrade to FortiOS 5.0.12 or 5.2 (5.2.3 or earlier) is attempted. This may occur if the FortiGate model has BIOS version earlier than 4000007.

The device BIOS version can be found using the following command:

```
FW80CM39000000000 # get sys status
Version: FortiWiFi-80CM v5.0,build0292,140801 (GA Patch 9)
Virus-DB: 16.00560(2012-10-19 08:31)
Extended DB: 1.00000(2012-10-17 15:46)
IPS-DB: 4.00345(2013-05-23 00:39)
IPS-ETDB: 0.00000(2001-01-01 00:00)
Serial-Number: FW80CM39000000000
Botnet DB: 1.00000(2012-05-28 22:51)
BIOS version: 04000006
Log hard disk: Not available
```

### Affected Products:

**FortiGate:** FG-80C, FG-80CM

**FortiWiFi: FW-80CM****Resolution:**

FortiOS 5.0.12 software images for the FG-80C, FG-80CM, FW-80CM, and FW-81CM models have been rebuilt and re-posted on the customer support web site in the download section. A fix has been included in FortiOS 5.2.4, which is due to be released by July 21.

FortiOS 5.0.12 has a modified date of: 150709

Only images with the modified dates as stated above should be used for FortiGate 80C models.

Technical Support Contact Information: [http://www.fortinet.com/support/contact\\_support.html](http://www.fortinet.com/support/contact_support.html)

Fortinet technical support home page: <https://support.fortinet.com>

All rights reserved. Fortinet®, FortiGate®, and FortiGuard®, are registered trademarks of Fortinet, Inc., and other Fortinet names herein may also be trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Statements contained herein were attained in internal lab tests under ideal conditions, and performance may vary; network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment or admission by Fortinet, and Fortinet disclaims all representations and warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with an express representation or warranty included therein. All Fortinet end-customers are bound by the terms of Fortinet's current End User License Agreement. The information in this Customer Support Bulletin is provided for remedial purposes and is designed to assist customers in corrective action that may be helpful to the customer.